servicenow university

Certified System Administrator

Exam Result Notification

CANDIDATE: Shady Bahaa
CANDIDATE ID: 19CB25BC8791B61086DC8598CEBB35B4
REGISTRATION NUMBER: 522468326

DATE: Monday, December 1, 2025
SITE NUMBER: Proctored
EXAM CODE: CSA

EXAM: Certified System Administrator

This report shows your exam result and the percentage of items in each section you answered correctly. Your exam result is conditional, meaning your results are preliminary and may be updated upon final review. We will contact you by email if any changes are made to your exam result.

EXAM RESULT: CONGRATULATIONS, YOU HAVE PASSED!

TEST DOMAINS:	PERCENT CORRECT:
Platform Overview and Navigation	75%
Instance Configuration	86%
Configuring Applications for Collaboration	83%
Self Service & Automation	100%
Database Management	72%
Data Migration and Integration	88%

Understanding Your Results:

Each question on the exam is worth one point. Your total score is compared to a predetermined cut score - this score is not publicly shared and is not always 70% - to determine a pass or fail outcome. The section percentages show how you performed in each domain, but they do not determine your overall result, should not be averaged, and do not indicate expertise.

Keeping Your Certification Active:

To stay certified, you will need to complete a short maintenance exam each year and pay a yearly maintenance fee. You can find all the details in Credentialing Program Guide.